



ERIE COUNTY
PENNSYLVANIA

Building Directory

209	Judge Sambrook Conference Room	213	Court Room C
203	Chambers - Judge Brabender	214	Court Room D
223	Chambers - Judge Connelly Marucci	219	Court Room E
227	Chambers - Senior Judges	220	Court Room F
215	Chambers - Judge Sala	222	Court Room G
212	Chambers - Judge Mead	229	Court Room H
226	Chambers - Judge Piccinini	217	Court Room I
221	Chambers - Judge Hidge	211	Jury Assembly Room
218	Chambers - Judge Tricella	207	Jury Coordinator
216	Chambers - Judge Walsh	225	PFA Office
205	Court Administration/Family	230	Victim/Witness Room
204	Court Administration/Trial	Take Elevator #5 to 2 nd Floor	Adult Probation
210	Court Administrator/District	Take Elevator #3 to 4 th Floor	Juvenile Probation
228	Orphans Court Investigator	Take Elevator #3 to 4 th Floor	Sheriff Office
303	Stairs to Court Reporters	Ground Floor	Domestic Relations
206	Court Room A	Ground Floor	Custody Office
208	Court Room B		

Erie County Courthouse Second Floor

Contact us
Erie County Courthouse
140 West Sixth Street
Erie, PA 16501
☎ 814-451-6000



- Elevator 1 - Old Wing
Ground to 3rd Floor
- Elevator 3
Ground to 5th Floor
- Elevator 5 - New Wing
Ground to 3rd Floor

- Stairs
- Elevator
- Men's restroom
- Women's restroom
- Circulation
- Court Room
- Chambers & Office

Mvix

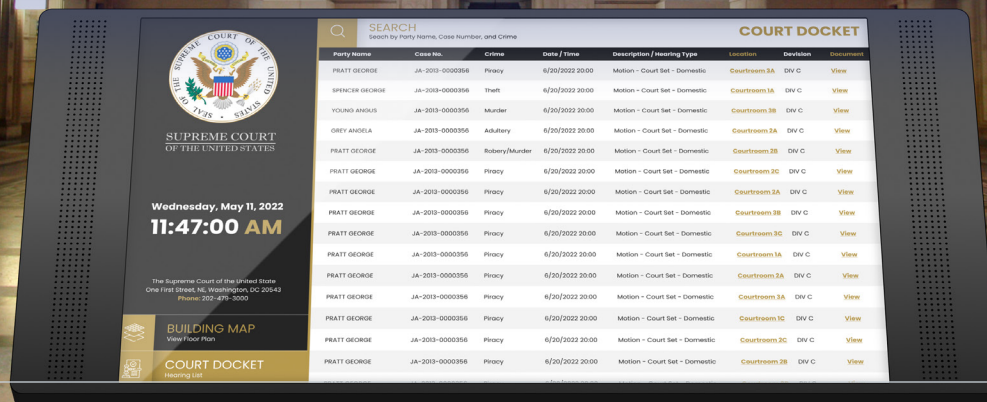
ADD-ON PACKAGE

Signature Care

Complete Support. No Compromises.

	Standard Support	Signature Care
Web Support (Tickets)	09:30 – 17:30 EST (M – F) SLA: 24 hours	24/7/365 SLA: 5 hours
Articles / Web Tutorials	Yes	Yes
Phone SupportL (level 1)	09:30 – 17:30 EST (M – F)	24/7
Phone SupportL (level 2)	\$99/incident SLA: 5 hours	09:30 – 17:30 EST (M – F) SLA: 3 hours
Product Service (RMA) (No Questions Asked)	Standard 15-Day Turnaround	Advance Replacement All Expenses Paid
Technology Refresh	N/A	Free Signage Devices Every 3 Years
Personalized Training	\$100	Free On Request
Premium Widgets	N/A	Includes All Signature Care Apps
Custom Services	As quoted	Discounted
Device Warranty	1 year	Lifetime
Cost	FREE	Per Device / Month (Billed Annually)

As the only digital signage provider delivering truly comprehensive support, we understand that every organization has unique operational needs. With **Signature Care**, you gain access to **best-in-class phone and ticket support**, ongoing training to ensure your team stays proficient with our CMS, and advanced **IT-centric monitoring tools** designed to keep your network and signage infrastructure running at peak performance.





Built for Enterprise Organizations

The Signature Care Plan is designed to maximize the value and longevity of your digital signage investment. From proactive hardware replacements to unlimited training and priority support, Signature Care ensures your network stays reliable, secure, and ready to meet your organization's needs.

Premium Features

 Account Logging	 Email to Screen
 Advanced Parameters	 FOREX Board
 AI Suite – Images 	 Magic Folders (OneDrive/GDrive Sync)
 AI Suite – Videos 	 Momentum Integration
 Application Health	 Proof of Play Reports
 Brand Guide Controls	 Secure FTP (SFTP)
 Content Approval	 Signage Network NOC
 Content Moderation	 Smart Playlists
 Court Dockets	 Smart Schedules
 Delphi–Amadeus Integration	 Sports Highlights 
 Device Offline Notification	 Uptime Monitoring
 Donor Walls	 User Activity Logs

End-To-End Assistance

Ensure your digital signage investment is always supported, protected, and performing at its peak. With Signature Care, you gain a trusted partner dedicated to keeping your network running smoothly from installation to ongoing operation.

Tech Refresh

Free Players are sent every 3 years to ensure devices connected to your network are secure.

Lifetime Warranty

Replace defective or damaged devices at no-cost to you.

Free Advanced Replacements

We cross-ship your new device to minimize the downtime of your communication channels.

Priority SLA

Stay at the front of the line when you submit any support ticket.

Unlimited Training

Either keep new employees trained on our CMS or sign up for refresher courses to maximize ROI.

Premium Level-II Phone Support

Connect directly with one of our support agents and help prioritize what you need assistance with.



Additional Benefits & FAQs

White glove support for mission-critical projects

Mvix	Core	Standard	Pro
Lifetime Warranty	✓	✓	✓
Advanced Replacement	✓	✓	✓
Personalized Training Free On Request	✓	✓	✓
Implementation Assistance Discount	10%	10%	10%
Managed Services Discount	15%	15%	15%
Phone access Level-2 Tech Support. SLA: 3hrs	✓	✓	✓
Tech Refresh Free, new players every 3yrs	✓	✓	✓
Premium Software Features	✓	✓	✓

What is Tech Refresh?

We are committed to replacing every signage player on your network every 3 years, at no additional charge to you! We do this to ensure that your digital signage network is never outdated or obsolete.

What is the Lifetime Warranty?

If a player under Signature Support fails due to a manufacturing and/or technical defect, we will repair/replace/refund the product. The warranty is available for the lifetime of the product, so long as its covered under Signature Support.

What are the Premium Software Features?

All premium software features are included for free. This includes apps such as Court Dockets, Content Moderation, Device Offline Notifications, Donor Walls, Brand Guide Controls, and more.

Signature Care Terms & Conditions

Signature Support Contract

Mvix is committed to providing a support program that offers high-value and cost-effective options for all our clients. The goal of our technical support program is to respond quickly to customer issues and to continually improve our handling of our clients' technical support needs.

Signature Support is the highest possible level of support available for all projects. It complements and extends existing standard technical support option by providing a focused and more responsive assistance for mission critical installations.

Terms

1. The terms of this Signature Support Program are in addition to the Terms and Conditions set forth on the website (<https://mvix.com/terms-and-conditions/>).
2. Signature Support program is available in the United States and Canada. It is not valid where prohibited by law.
3. Signature Support Fee (as quoted) is per system per month basis, paid annually. Signature Support fee is non-refundable and non-transferrable. Total Support Fee is calculated across all systems for a period of one (1) year, renewable at the contract end-date.
4. Signature Support agreements are valid for twelve (12) months.
5. For advanced replacement (cross-shipping), all defective systems should be returned within thirty (30) days to the Mvix service center or the Signature Support contract will be considered voided and the program fee forfeited, if the defective system is not received within thirty (30) days of shipment of the new system. Mvix will provide a pre-paid shipping label for returning the defective system.
6. All requests for Signature Support should be requested via the web-based support portal located at: <https://mvix.com/submit-a-ticket/>
7. Estimated Response Times for Signature Support are best estimates and cannot be guaranteed. The response time guarantee only applies for the initial response where best effort will be made to provide the solution to the issue.
8. The Signature Support service is offered as a "best efforts" service and without warranty. There is no guarantee that the issue reported would be resolved within the response time specified.
9. All systems purchased under a client account must be enrolled in the Signature Support program, in order to leverage its full benefits, including advanced replacement services, lifetime warranties, and 36-month system replacement guarantee.
10. Signature Support contracts can be canceled at any time. All cancellations within thirty (30) days of purchase is entitled for a full refund of contract fees. No refunds will be honored after thirty (30) days of purchase.
 - a. Cancellation of the Signature Support contract will void the Lifetime Warranty Policy.
 - b. Cancellation of the Signature Support contract will void the 36-month System Replacement Policy.

Lifetime Warranty Policy

This Signature Support Plan offers to extend the manufacturer's warranty under our Lifetime Warranty Policy. If an Mvix Signage System, covered under the Signature Support program, fails due to a manufacturing and technical defect, Mvix will repair the system, without charge, replace it, or refund it at its discretion.

It covers all mechanical and electrical defects that would normally be covered through the original manufacturer's warranty, unless contrarily stated in the Exclusions section. Coverage under this plan will begin instantly upon the expiration of the original warranty and is based upon the duration of coverage, system description, and retail price limitations.

This plan will provide labor and the replacement parts necessary to maintain the covered system in good operating condition. If service is needed because of a failure on a covered system during normal usage, Mvix has the option to repair or replace the defective system with a system of concurrent type and caliber.

This may be new or recertified. A replacement component may be new or renewed of concurrent type and caliber and may cost less than the original system purchased. We will not charge the client or refund them for the replacement system cost difference. Comprehensible and/or technological advances may result in a replacement system with a lower market price than the original system.

The most we will pay on any single repair or replacement is the price the client paid for the system. If the system is not repairable and a replacement system is not found within a reasonable amount of time, we will refund the client the system's current market value price. The client will be required to ship or deliver the defective system prior to receiving reimbursement.

In the event we refund the client on a defective system our maximum liability will have been met and there will no longer be coverage under the terms of this contract. If the system needs service for a mechanical or electrical defect, log on to (<https://mvix.com/submit-a-ticket/>) in order to obtain a Return Material Authorization (RMA) Number prior to having repairs performed.

For faster service, please have the dated proof of system purchase (sales receipt) available when submitting the request. Please note a covered repair cannot be performed prior to having a RMA number.

Exclusions

This contract does not cover unauthorized repairs and/or modifications; vandalism, neglect, abuse, theft, misuse, transportation damage, recall of system by manufacturer or damage due to environmental or weather conditions; repairs made before this plan takes effect; improper use of electrical/power supply; dropped system; covered systems with removed or altered serial numbers; damage, warping or rusting of any kind in the housing, case or frame of the covered system or any non-operating part, including plastic or decorative parts; component(s) never covered by a manufacturer's warranty; loss of data or loss of use during the period the system is at a repair facility or otherwise awaiting parts.

Mvix is not responsible for any loss of: software, memory, video, or any type of media/content left on or within the system while being repaired. This plan does not cover restoration of software, video, memory or any media/content for the covered system. If the covered system experiences a defect or damage that is excluded from coverage under this section or in the event that no covered defect or damage is found, then the client is responsible for all repair costs.

The Lifetime Warranty coverage does not apply to any display screens, mounting hardware, unless stated specifically. This policy does NOT entitle the client for any cash refunds at any time. Mvix is not obligated to renew this plan. If Mvix does offer to renew this plan, it will determine the price and terms. Responsibility and liability, of Mvix, its agents and service providers, are limited to the Signature Support contract fees paid by the client (for the last 12 months). This is the sole remedy for any errors, omissions or failure by Mvix, its directors, agents, or service providers.

36-Month System Replacement Policy

All signage systems purchased under the Signature Support Program are backed by our guaranteed 36-month System Replacement Policy. Under our 36-month System Replacement Policy, we are committed to upgrading and replacing every signage system on the network every thirty-six (36) months, at no charge to the client (except applicable shipping and handling costs).

At the end of each 36-month period, this replacement program provides a new signage system (of equivalence) as originally purchased. Once the new systems are installed at client locations, all old equipment will be decommissioned and removed from the software.

EXCLUSIONS: This replacement policy does not provide any refunds upon cancellations and is not transferrable. The plan does not apply to a system with a serial number that has been altered, defaced or removed, or has been modified to alter its functionality or capability. Mvix is not responsible for any labor costs associated in replacement of the signage systems. The System Replacement Policy does not apply to any display screens, enclosures, or mounting hardware, unless stated specifically. This policy does NOT entitle the client for any cash refunds at any time. Mvix is not obligated to renew this plan. If Mvix does offer to renew this plan, it will determine the price and terms. Responsibility and liability, of Mvix, its agents and service providers, are limited to the Signature Support contract fees paid by the client (for the last 12 months). This is the sole remedy for any errors, omissions, or failure by Mvix, its directors, agents, or service providers.